Implementer Learning Paths
Implementer Learning Path
Customer Service Management (CSM)

Select Product Line

- ServiceNow Fundamentals (3-days ILT)
  - OR -
  ServiceNow Platform Implementation (3-days ILT)

Implementer

- CSM Fundamentals (2-days ILT)
- CSM Implementation (2-days ILT)
- CSM Voucher

Additional Recommended
- Communities Fundamentals, Administration and Implementation (On Demand)
- CSM with Service Management for BPCs (On Demand)
- CSM with Service Management for Implementers (On Demand)
- Advanced Work Assignment (On Demand)
- Agent Workspace Fundamentals (On Demand)
- Agent Workspace Implementation (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- Proactive Customer Service Operations Overview (On Demand)
- Proactive Customer Service Operations Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Ongoing Delta testing

CIS-CSM

CIS-CRM Test Prep (On Demand)

Ongoing Delta testing

CIS-CRM Voucher

CIS Professional

Required to achieve “Professional”
- CIS-CRM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent (On Demand)
Implementer Learning Path

DevOps

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Get Started with Now Create (On Demand)

ServiceNow Fundamentals (3-days ILT)

- OR -
ServiceNow Platform Implementation (3-days ILT)

DevOps Fundamentals and Implementation Coming Q1’21

ITSM Fundamentals (2-day ILT)

Flow Designer Fundamentals (On Demand)

Performance Analytics Essentials (On Demand)

DevOps Assessment Simulator to achieve Early Adapter Recognition Coming Q1’21

Suggested Reading

- The Phoenix Project: A Novel about IT, DevOps, and Helping Your Business Win by Gene Kim
- The Unicorn Project: A Novel about Developers, Digital Disruptions, and Thriving in the Age of Data by Gene Kim

Additional Recommended

- Automated Test Framework (ATF) Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- Integration Hub Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)
- Agile 2.0 Fundamentals (On Demand)

Additional Acronyms

ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam
Implementer Learning Path

Field Service Management (FSM)

Select Product Line

FSM

ServiceNow Fundamentals (3-days ILT)

– OR –

ServiceNow Fundamentals (On Demand)

ServiceNow Platform Implementation (3-days ILT)

CSM

DevOps

GRC

HRSD

ITAM

ITBM

ITOM

ITSM

Now Intelligence

Now Platform

SecOps

FSM Fundamentals (2-days ILT)

Mobile Development Fundamentals (On Demand)

FSM Implementation (2-days ILT)

CIS-FSM Voucher

CIS-FSM

Ongoing Delta testing

Additional Recommended

• Knowledge Management Fundamentals (On Demand)
• Performance Analytics Essentials (On Demand)
• Performance Analytics Fundamentals (2-day ILT)
• Common Service Data Model (CSDM) Fundamentals (On Demand or ILT)
• Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
• ServiceNow Subscription Model (On Demand)

FSM Related Additional Recommended:

• CIS-FSM Test Prep (On Demand)
• Field Service Management Dynamic Scheduling Fundamentals (On Demand)
• Field Service Management Dynamic Scheduling Implementation (On Demand)
• Planned Maintenance for Field Service (On Demand)
• Get Started with Field Service Mobile (On Demand)
• Planned Maintenance Infographic

Additional Acronyms

CIS: Certified Implementation Specialist
FSM: Field Service Management
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path
Governance, Risk & Compliance (GRC)

**Select Product Line**
- ServiceNow Fundamentals (3-days ILT)
  - OR -
  - ServiceNow Platform Implementation (3-days ILT)

**Implementer**
- Get Started with Now Create (On Demand)

**Additional Recommended**
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Common Service Data Model (CIS, VRM, CSDM) Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

**GRC Fundamentals (2-days ILT)**
**Risk & Compliance (RC) Implementation (2-days ILT)**
**Audit Management Implementation (On Demand)**
**GRC Simulator**
**CIS-RC Test Prep (On Demand)**

**Vendor Risk Management (VRM) Fundamentals (On Demand)**
**Vendor Risk Management (VRM) Implementation (2-days ILT)**
**CIS-VRM Voucher**

**CIS-RC Voucher**

*Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
Implementer Learning Path

Human Resources Service Delivery (HRSD)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Select Product Line

ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)
- ServiceNow Fundamentals (On Demand)

Get Started with Now Create (On Demand)

Choose Your Path

Implementer

CIS-HR Voucher

Ongoing Delta testing

HRSD Professional

Required to achieve ‘Professional’
- CIS-HR
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)

HRSD Enterprise

Required to achieve ‘Enterprise’
- CIS-HR
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)
- Lifecycle Events (On Demand)

Additional Recommended

- Configuring HR Integrations (On Demand)
- Performance Analytics Fundamentals (2-days ILT)
- Performance Analytics Advanced (2-days ILT)
- Service Portal Fundamentals (2-days ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path

IT Asset Management (ITAM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

Hardware Asset Management (HAM) Fundamentals (3-days ILT) CIS-SAM Voucher

Hardware Asset Management (HAM) Fundamentals (Coming Dec '20)

CIS-SAM Voucher

Software Asset Management (SAM) Fundamentals (3-days ILT) CIS-SAM Voucher

Software Asset Management (SAM) Implementation Simulator

CIS-HAM Voucher

Hardware Asset Management (HA) Fundamentals Simulator

Ongoing Delta testing

Ongoing Delta testing

Additional Recommended

- SAM: Integration with SCCM for Reclamation and Distribution (On Demand)
- Discovery Basics for SAM (On Demand)
- Entitlement Import Basics for SAM (On Demand)
- Software Asset Management Getting Started (On Demand)
- Software Asset Management Reconciliation Troubleshooting (On Demand)
- Software Normalization for Software Asset Management (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training
SCCM: Microsoft System Center Configuration Manager

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Select Product Line

- Agile Development Fundamentals 2.0
- Agile Development 2.0 and Test Mgmt 2.0 Implementation (On Demand)
- Performance Analytics Essentials (On Demand)

Additional Recommended
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)
- Investment Funding* (On Demand) *PPM Only

Additional Acronyms
APM: Application Portfolio Management
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
PPM: Project Portfolio Management

Get Started with Innovation Management for PPM (On Demand)
PPM Fundamentals (2-days ILT) - OR - PPM Fundamentals (On Demand)
PPM Implementation (On Demand)
PPM Implementation Simulator
Performance Analytics Essentials (On Demand)

CIS-PPM Voucher

CIS-APM Voucher

Ongoing Delta testing

Ongoing Delta testing

Get Started with Now Create (On Demand)
ServiceNow Platform Implementation (3-days ILT)
ServiceNow Fundamentals (On Demand)
ServiceNow Platform Implementation (3-days ILT)

Implementer Learning Path
IT Business Management (ITBM)
Implementer Learning Path

IT Operations Management (ITOM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Get Started with Now Create (On Demand)

ServiceNow Fundamentals (3-days ILT)

- OR -
ServiceNow Platform Implementation (3-days ILT)

Implementer

Discovery Fundamentals (3-days ILT)

CIS-Disco

Ongoing Delta testing

Additional Recommended

- Discovery Extras (On Demand)
- CMDB Fundamentals (On Demand or ILT)
- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Event Mgmt (EM) Fundamentals (2-days ILT)

CIS-EM Voucher

CIS-EM

Ongoing Delta testing

Additional Recommended

- Event and Flow in Action (On Demand)
- Operational Intelligence Fundamentals (On Demand)
- CMDB Fundamentals (On Demand or ILT)
- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Service Mapping (SM) Fundamentals (3-days ILT)

CIS-SM Voucher

CIS-SM

Ongoing Delta testing

Additional Recommended

- CMDB Fundamentals (On Demand or ILT)
- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Cloud Mgmt (CM) Fundamentals (3-days ILT)

CIS-CM Voucher

CIS-CM

Ongoing Delta testing

Additional Recommended

- Cloud Insights (On Demand)
- Configuring Cloud Management for IP Address Mgmt
- CMDB Fundamentals (On Demand or ILT)
- CSDM Fundamentals (On Demand)
- Service Data Model (CSDM) Fundamentals
- ServiceNow Subscription Model (On Demand)

CMDB Fundamentals (On Demand or ILT)

CMDB Assessment Simulators (Health/Configure)

Additional Recommended

- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms

CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
CSDM: Common Services Data Model
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path
IT Service Management (ITSM)

Select Product Line

- ServiceNow Fundamentals (3-days ILT)
  - OR -
  - ServiceNow Platform Implementation (3-days ILT)

Implementer

Get Started with Now Create (On Demand)

ServiceNow Fundamentals (On Demand)

ServiceNow Platform Implementation (On Demand)

CSM
DevOps
FSM
GRC
HRSD
ITAM
ITBM
ITOM
ITSM
Now Intelligence
Now Platform
SecOps

Select Product Line

ITSM Fundamentals (2-days ILT)

ITSM Implementation (3-days ILT)

CIS-ITSM Voucher

Ongoing Delta testing

ITSM Professional

Required to achieve ‘Professional’
- CIS-ITSM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)

Additional Recommended
- Knowledge Management Fundamentals (On Demand)
- Major Incident Management (On Demand)
- CIS-ITSM Test Prep (On Demand)
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-days ILT)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path

Now Intelligence

Select Product Line

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

Now Intelligence
Now Platform
SecOps

Virtual Agent Fundamentals, Implementation & Natural Language Understanding (On Demand)
Virtual Agent MC Simulator
Virtual Agent Integrations (On Demand)
Virtual Agent Advanced Topics Series:
  - Surveys
  - Keyword to NLU
  - VA Analytics
Responsive Dashboards Overview (On Demand)
Performance Analytics Advanced (2-days ILT)
Performance Analytics Widgets (On Demand)
Formula Indicators (On Demand)

Performance Analytics Essentials (On Demand)
Performance Analytics Fundamentals (2-days ILT)

Get Started with Artificial Intelligence (On Demand)
Predictive Intelligence Fundamentals and Implementation (On Demand)

CAS-PA
Ongoing Delta testing

Get Started with Now Create (On Demand)

Additional Recommended
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Select Product Line

CSM
DevOps
FSM
GRC
HRSD
ITAM
ITBM
ITOM
ITSM

CAS-PA
Ongoing Delta testing

Get Started with Artificial Intelligence (On Demand)
Predictive Intelligence Fundamentals and Implementation (On Demand)
Implementer Learning Path
Now Platform

Select Product Line
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

App Engine
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Application Development Fundamentals (3-days ILT)
- CAD Voucher
- IntegrationHub Fundamentals (On Demand)
- Ongoing Delta testing

Service Provider
- Service Provider Essentials (On Demand)
  - Domain Separation Basics
  - Domain Separation Configuration
  - Service Provider Architecture
  - Domain Separation Implementation
  - Domain Separation Troubleshooting
- CIS-SP Voucher
- Ongoing Delta testing

Additional Recommended
- CAD Test Prep
- Mobile Development Fundamentals
- Performance Analytics Essentials
- Service Portal Fundamentals (2-day ILT)
- Service Portal Advanced (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- ServiceNow Subscription Model

Additional Recommended Certifications
- CIS-CSM
- CIS-ITSM
- CIS-CM (ITOM)
- CIS-Disco (ITOM)
- CIS-EM (ITOM)
- CIS-SM (ITOM)

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CAD: Certified Application Developer
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Get Started with Now Create (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path

Security Operations (SecOps)

Additional Recommended

- Automated Test Framework (ATF) Fundamentals (On Demand)
- Flow Designer Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Get Started with Now Create (On Demand)

Select Product Line

- FSM
- GRC
- HRS
- ITAM
- ITB
- ITOM
- ITSM
- Now Intelligence
- Now Platform

Implementer

ServiceNow Fundamentals (3-days ILT)
- OR - ServiceNow Platform Implementation (3-days ILT)

Vulnerability Response (VR) Implementation (2-days ILT)
CIS-VR Voucher

Security Incident Response (SIR) Implementation (2-days ILT)
CIS-SIR Voucher

Security Operations Fundamentals (2-days ILT)

Ongoing Delta testing

CIS-SIR

Ongoing Delta testing

CIS-VR
System Administrator Learning Path
System Administrator Learning Path

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Fundamentals (On Demand)

Certified System Administrator (CSA)

System Administration Advanced (2-days ILT)

ServiceNow Subscription Model (On Demand)

Subscription Management Overview (On Demand)

ServiceNow Upgrade Essentials (On Demand)
- Upgrade Skipped Records
- Automated Test Framework (ATF) Fundamentals
- Using Debug Upgrade

Additional Recommended
- CSA Test Prep (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Performance Analytics Essentials (On Demand)
- Scripting in ServiceNow Fundamentals (3-day ILT)
- Application Development Fundamentals (3-day ILT)

** Fundamentals and Implementation classes as products are activated in your instance
Developer Learning Paths
Application Developer Learning Path
No-Code Developer

- ServiceNow Fundamentals (3-days ILT)
  - OR -
  ServiceNow Fundamentals (On Demand)

- No-Code Application Development (On Demand)
Application Developer Learning Path

Low/Pro-Code Developer

Micro-Certification

Automated Test Framework (ATF) Fundamentals (On Demand)

ServiceNow Fundamentals (3-days ILT)
– OR –
ServiceNow Fundamentals (On Demand)

Application

Scripting in ServiceNow Fundamentals (3-days ILT)
Application Development Fundamentals (3-days ILT) CAD Voucher
Certified Application Developer (CAD)
Ongoing Delta testing

Integrations

Flow Designer Fundamentals (On Demand)
IntegrationHub Fundamentals (On Demand)

Additional Recommended

• CAD Test Prep (On Demand)
• Common Service Data Model (CSDM) Fundamentals (On Demand)
• Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
• IntegrationHub Fundamentals (On Demand)
• Mobile Development Fundamentals (On Demand)
• Performance Analytics Essentials (On Demand)
• Service Portal Fundamentals (2-days ILT)
• Service Portal Advanced (2-days ILT)
• Subscription Model Management (On Demand)

• Scripting in ServiceNow Fundamentals (3-days ILT)
• Application Development Fundamentals (3-days ILT)
Application Specialist Learning Paths
Application Specialist Learning Path

Performance Analytics (PA)

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CAS: Certified Application Specialist
ILT: Instructor-led Training

CAS - PA Voucher

Hands on practice with the application including implementation experience

Certified Application Specialist (CAS-PA)

Ongoing Delta testing
Application Specialist Learning Path

Service Portal

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Fundamentals (On Demand)

Scripting in ServiceNow Fundamentals (3-days ILT)

Service Portal Fundamentals (2-days ILT)

Service Portal Advanced (2-days ILT)

Service Portal Simulator

Micro-Certification (MC)

Additional Recommended
- Enabling Syntax Editor Macros in the Widget Editor (On Demand)
- Creating Simple Search Facets in a Service Portal (On Demand)
- Creating Simple Search Sources in a Service Portal (On Demand)

Additional Acronyms
ILT: Instructor-led Training